



# 2019-2022 STATE SERVICE PLAN

Approved: April 18, 2019



## Key Terms and Definitions

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**AmeriCorps member:** A service member who is completing the term of service for the AmeriCorps program. They are referred to as members and not volunteers or workers to enforce the service aspect of the program.

**AmeriCorps Programs:** The organizations who receive AmeriCorps State funding have AmeriCorps programs. These programs include the AmeriCorps members who serve and the service sites in which they serve. Each program follows the AmeriCorps State and CNCS rules and regulations. In addition, they may have their own program policies and procedures based on these rules and regulations and their organization.

**AmeriCorps State:** There are three types of AmeriCorps programs under the AmeriCorps umbrella, AmeriCorps VISTA, AmeriCorps State/National and AmeriCorps NCCC. Each has their own specific regulations and goals. AmeriCorps State focuses on direct service to meet an undressed community need. AmeriCorps State funds stay within one state and funneled through a state commission to nonprofit, government entities, faith based organizations or colleges/universities who then oversee the programming and AmeriCorps members.

**Community Service Leave (CSL):** CSL is a benefit of State of Indiana employees. If an employee volunteers their own time for a government entity or charitable organization then they are eligible for 7.5 hours of paid leave annually to participate in activities for the benefit of a government entity or charitable organization.

**Corporation for National and Community Service (CNCS):** The federal agency that helps more than 5 million Americans improve the lives of their fellow citizens through service. Working hand in hand with local partners, CNCS invest funds into nonprofit and faith-based groups that are making a difference in local communities. They do so through several programs and initiatives: AmeriCorps, Senior Corps, the Social Innovation Fund, the Volunteer Generation Fund and more. Serve Indiana receives funding from the CNCS for AmeriCorps State programming and a commission support grant. Serve Indiana is not considered an AmeriCorps or CNCS office. CNCS has offices located in Washington DC as well as State Offices that oversee VISTA and Senior Corps programs within that state.

**Service Project Mini-Grants:** Mini-grants are offered to provide resources to coordinate Service projects. The goal of the Mini-Grant program is to demonstrate the power of service as a solution to community needs.

**Department of Workforce Development (DWD):** This is the state agency under which Serve Indiana is housed. DWD's mission is to develop a premier workforce that will allow Indiana employers to flourish and entice businesses from outside of the state to relocate to Indiana.

**Grant Application Review Process (GARP):** This is the process in which AmeriCorps State funding is reviewed and approved by a State Service Commission. It encompasses outreach to potential program



organizations, the creation of the AmeriCorps State applications based on CNCS guidance and regulations, the review of said applications and the subsequent awards process.

**Indiana Kids:** Indiana Kids provides funding to non-profits in order to increase youth career and college readiness, promote civic responsibility through engaging students in service activities, increase student academic achievement and increase parents job skills, parenting skills and life skills leading to overall self-sufficiency.

**Program Director:** This refers to the person in charge of the AmeriCorps program. They are the main contact for the program.

**Serve Indiana Awards for Excellence:** The awards event is Serve Indiana’s opportunity to honor individuals in Indiana communities that volunteer or serve.

**Serve Indiana Staff:** Serve Indiana currently has 7 full time staff positions. The organization is led by an Executive Director. A Director of Programs, who oversees all programmatic activity of Serve Indiana, and a Director of Grants, who oversees all fiscal and administrative functions of Serve Indiana’s funding, report directly to the Executive Director. Those senior management level positions supervise four management positions: Workforce Development Manager, Employer Based Volunteerism Manager, Operations Manager, and National Service Manager.

**Service:** Serve Indiana refers to “service” in this document when references AmeriCorps members duties. AmeriCorps members “serve” they do not work or volunteer at their site. Service is considered the action of helping others in a structured program. AmeriCorps members receive a living stipend in exchange for their service but it is not considered a wage or based on the hours they serve.

**Service Site:** The location where the AmeriCorps member is serving.

**State Service Commission:** This is the state entity that distributes and manages AmeriCorps State funding and programs. Commissions are overseen by the CNCS and are required if a state is to receive AmeriCorps State funding. A commission refers to both the staff who work at the commission and the governing body that oversees the staff and funding approval process. Further information about commissions is found in Serve Indiana’s history section of this document.

**Volunteer:** An individual who gives of their time without monetary compensation for a community organization or cause. This person may or may not be in a structured program but they do not receive a living stipend and are not under contract.

**Volunteer Center:** Volunteer Centers act as the local “volunteer hub” where all citizens can go to get informed and connected to meaningful volunteer work that contributes to the solutions of serious community problems.



## Serve Indiana Overview

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### Commission History

- 1993** Congress passes the National Community Service Trust Act, effectively overhauling the nation's community service and volunteer programs, establishing the Corporation for National and Community Service (CNCS), and strengthening existing programs and establishing new ones.
- 1994** Governor Evan Bayh establishes the Indiana Commission on Community Service (ICCS) and the Governor's Voluntary Action Program.
- 1997** The Governor's Voluntary Action Program is discontinued. The Indiana Commission on Community Service (ICCS) re-organizes and changes its name to the Indiana Commission on Community Service and Volunteerism (ICCSV) to highlight the expanded role of volunteers in effective community service.
- 1999** The FaithWorks initiative is created to assist faith-based and community-based organizations in applying for state and federal grant dollars to support new or existing self-sufficiency programs.
- 2000** Governor Frank O'Bannon contracts with Indiana's Department of Workforce Development to manage the financial and administrative functions of the Indiana Commission on Community Service and Volunteerism (ICCSV), including development of financial policies and procedures.
- 2001** The Bush Administration creates the White House Office of Faith-Based and Community Initiatives to strengthen and expand the role of faith-based and community organizations in addressing the nation's social problems.
- 2005** Governor Mitch Daniels enacts Executive Order 05-16, which creates the Office of Faith-Based and Community Initiatives (OFBCI), and as a result the OFBCI assumes the responsibilities of the Indiana Commission on Community Service and Volunteerism (ICCSV) and the FaithWorks initiative.
- 2009** President Obama signs the Edward M. Kennedy Serve America Act which provides increased opportunities for individuals of all ages to serve, provides resources that encourage innovation and help strengthen the nonprofit and service sectors, and emphasizes accountability of federally funded programs.
- 2013** Governor Mike Pence enacts Executive Order 13-08, which continues the Office of Faith-Based and Community Initiatives.



- 2014** Governor Mike Pence enacts Executive Order 14-07, which continued the Office of Faith-Based and Community Initiatives as Serve Indiana and The Indiana Commission on Community Service and Volunteerism as the Serve Indiana Commission as a Division of the Indiana Department of Workforce Development. Executive Orders 05-16 and 13-16 are rescinded and declared null and void. This executive does not have roles for the Faith-Based Advisory Council or FaithWorks initiatives previously provided in the commission history. EO 14-07 available [here](#).
- 2018** The Corporation for National and Community Service announces that Indianapolis is the 6<sup>th</sup> most active city for volunteerism in the country.

### State Commission Overview:

Serve Indiana grew out of a long history of service and volunteerism in the state. A major part of that history was the Indiana Commission for Service and Volunteerism. After the Office of Faith Based and Community Initiatives (OFBCI) was dissolved, the Commission worked to find a new home. This then created Serve Indiana and made the agency a division of the Department of Workforce Development (DWD). This change also meant a comprehensive review of the agencies mission and goals. This resulted in an approach for Serve Indiana that focused on service and volunteerism versus a broader community, nonprofit and faith based capacity building approach.

Serve Indiana is considered a “State Commission” according to the Corporation for National and Community Service (CNCS), the federal funder for AmeriCorps. In the National and Community Service Act of 1990, in order for states to receive AmeriCorps\*State dollars, there must be a commission in place. The State’s Executive Order takes the Commissions duties into consideration and has identified these as key duties:

1. prepare a three-year national service plan as called for under the National and Community Service Act of 1993.
2. develop and implement a comprehensive, statewide plan for promotion volunteer involvement and citizen participation in Indiana with the advice and assistance of the The Serve Indiana Commission;
3. apply for funding to the Corporation for National and Community Service and other entities that administer federal grants to support the objectives established by Serve Indiana for faith-based and community-based service and volunteer programs;
4. provide to all applicants under the National and Community Service Grant Programs and other federal programs the services required by, and select grantees under, such guidelines as may be specified by those federal programs and applicable law;



5. work closely with faith-based and community-based groups, charitable organizations, private charities, voluntary associations, educational entities, and other nonprofit service organizations to promote volunteerism and community service
6. provide technical assistance, education, information, and other support to such groups and organizations to improve and strengthen the State's volunteerism and community service infrastructure
7. promote innovative and model programs and initiatives and share best practices among such groups and organizations; and
8. Coordinate Serve Indiana activities with those of any federally administered service programs to ensure that services are not duplicated.

### **Mission:**

Serve Indiana's mission is to advance service and volunteerism by informing, connecting, and promoting opportunities and resources that enrich the lives of Hoosiers.

### **Serve Indiana Programs**

#### ***AmeriCorps\*State:***

AmeriCorps\*State provides opportunities for individuals to make an intensive commitment to service with the goal of "helping others and meeting critical needs in the community." This is a national program administered by the Corporation for National and Community Service (CNCS). In Indiana, the AmeriCorps\*State grant is administered by Serve Indiana. Serve Indiana manages the grant application process for AmeriCorps\*State, including issuing requests for proposals, conducting application reviews, and awarding grants.. It also provides training and technical assistance to support sub-grantees and in turn, monitors programs, host-sites, and members to ensure compliance to federal and state grant requirements. The performance of each program is tracked and measured to established targets and outcomes.

#### ***Indiana Kids:***

Indiana Kids is a partnership between Serve Indiana, Family and Social Services Agency (FSSA) and after school programs. FSSA's provides funding through Temporary Assistance for Needy Families (TANF) for this program and Serve Indiana provides the funding, structure and oversight of the programs to its sub-grantees. The program has four main goals: Increase youth career and college readiness, promote civic responsibility through engaging students in service activities, increase student academic achievement and increase parents job skills, parenting skills and life skills leading to overall self-sufficiency. Sub-grantees of this program are after school organizations that can meet the above goals within TANF funding goals 3 and/or 4.



## Serve Indiana Initiatives

**Serve Indiana Awards for Excellence:** The awards event is Serve Indiana’s opportunity to honor individuals in Indiana communities that volunteer or serve. There are seven categories – Volunteerism Award (18+), Youth Volunteer of the Year Award (Under 18 years old), Lifetime Achievement, National Service Member Award, Volunteer Program Award, Corporate Service Award, and Government Service Award. Applications are open to any person who would like to make a nomination. Nominations generally open in the spring and are due in the summer with the award ceremony happening in the fall or spring.

**Service Project Mini Grants:** Mini-grants are offered to provide resources to coordinate Day of Service projects. The goal of the Mini-Grant program is to demonstrate the power of service as a solution to community needs. Serve Indiana encourages Day of Service projects that (1) demonstrate community connections and use of local resources, (2) build capacity of local volunteer centers and national service programs through regional networking and co-planning of activities, and (3) increase national service participant and volunteer understanding and commitment to national service and volunteerism.

**Disaster Assistance:** The Serve Indiana team collaborates with numerous state and federal agencies to help assist and support disaster relief efforts should the need for those efforts arise.

**The Empathy Sector:** As our newest initiative, Serve Indiana is committed to convening The Empathy Sector in Indiana as a leader of volunteerism and service and the role those forces play in increasing empathy. The Empathy Sector has become a framework that drives Serve Indiana’s outreach efforts as well as our provision of services as a governmental intermediary. As we work with employers, nonprofit organizations, faith-based organizations, and community leaders, Serve Indiana will utilize The Empathy Sector as a way for others to make meaning of their volunteerism and service. By connecting these layers of community assets together under the umbrella of increasing empathy, Serve Indiana will better leverage and utilize their resources, the resources of the Department of Workforce Development, other governmental services, and community connections across the state to harness the power of this emerging Empathy Sector.

## State Service Plan

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### State Service Plan Background

All state commissions are required to complete a Service Plan every three years. This is similar to what other organizations call a “strategic plan”. Commissions are encouraged to include public input,



engage commission members and staff in the plan and include ambitious, expansive and achievable goals.

## 2019-2022 Planning Process

Serve Indiana found it important to include the public, key stakeholders, commission members and staff. Serve Indiana used its Executive and Strategic Committees on the Commission to lead the process with Serve Indiana staff. This group created a public survey for feedback, facilitated focus groups with community leaders and partners, and finalized the draft. Below is a timeline of events for the process:

Task	Date/Deadline
Staff Planning and Feedback	<b>April 2018 – June 2018</b>
Commission Vetting	<b>August 2018 – April 2019</b>
Public Feedback: <ul style="list-style-type: none"> <li>Public Survey Sent out Via Newsletter, Social Media and Website</li> <li>Focus Groups</li> </ul>	<b>October 2018 – March 2019</b>
Full Commission Meeting	<b>February 2019</b>
Commission Meeting: Approval of Plan	<b>April 2019</b>
Public Announcement and Conversations	<b>Spring/Summer 2019</b>

## Public Data Results

Serve Indiana collected data from the public via an online survey and key stakeholder interviews by staff and commissioners. Seventy people responded to the public survey and 22 individuals were interviewed for the key stakeholder interviews. This data is available to the public by contacting Serve Indiana.



## 2019-2022 Plan

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*After discussions with the public, Serve Indiana staff, the Strategic Committee from Commission and the full Serve Indiana Commission Serve Indiana has created their 2019-2022 State Service Plan.*

**Priorities:** *Serve Indiana created three priorities to advance service and volunteerism in Indiana: strengthen Indiana AmeriCorps programs, increase employer based volunteer programs in Indiana, and increase awareness of Serve Indiana in the broader community.*

**Strategies and Metrics:** *Each priority has strategies and metrics to advance those priority areas.*

### **Priority #1: Strengthen Indiana AmeriCorps Programs**

AmeriCorps programs, throughout the state of Indiana, will continue to address local needs, while working to become self-sufficient.

#### **Strategies:**

- Promote best practice programs.
- Strengthen a technical assistance (TA) model utilized by Indiana AmeriCorps programs and other National Service programs.
- Identify and develop new funding opportunities.
- Create a meaningful resource and data repository for programs.

#### **Metrics:**

- By July 2020, Serve Indiana will develop a platform to celebrate and uplift programs that have accomplished their identified performance goals.
- By January 2021, Serve Indiana will launch a web based exchange of best practices for potential and existing AmeriCorps programs.
- By July 2021, all AmeriCorps state will have participated in the Serve Indiana TA process and provided a 90% or above satisfaction rate.
- By January 2022, launch an interdisciplinary exchange of data and resources.



## **Priority #2: Increase Employer Based Volunteer Programs in Indiana**

Leaders of Employer Based Volunteer Programs will be equipped with the skills and strategies to serve Indiana communities on the communities' terms and with equity, inclusion, and a deep appreciation for the assets of each communities' neighbors, associations, and institutions.

### **Strategies:**

- Manage and lead a well-developed Employer Based Volunteer Technical Assistance process for Indiana employers to create, strengthen or grow their volunteer programs.
- Highlight stories that focus on how Hoosiers have used volunteering to gain employment.
- Convene leaders of Employer Based Volunteer Programs for learning and relationship building.

### **Metrics:**

- July 2020, publicly launch The Empathy Sector: Technical Assistance for Creating, Strengthening, or Growing Employer Based Volunteer Programming.
- January 2021, manage collaborations with key statewide workforce organizations, agencies, and programs that build the volunteer-to-employee pipeline.
- January 2022, host regular convening of leaders of employer based volunteer programs across the state.



## **Priority #3: Increase Awareness of Serve Indiana in the Broader Community**

Serve Indiana provides an invaluable benefit to communities across the state. However, many community leaders and community institutions do not know about the power of Serve Indiana’s impact. Serve Indiana seeks to be widely known to increase our impact.

### **Strategies:**

- Create and monitor strategic partnerships that allow more audiences to experience and learn about Serve Indiana.
- Lead a Serve Indiana Ambassador program that provides Serve Indiana commissioners, AmeriCorps alumni and program staff, as well as other community supporters with a productive platform to tell the Serve Indiana story.
- Generate stronger relationships with members of the press.

### **Metrics:**

- January 2020, create and manage a strategic partnership development plan which is updated bi-monthly.
- July 2020, develop and launch the first cohort of the Serve Indiana Ambassador program.
- January 2022, have earned at least two positive stories per year on local broadcast networks about Serve Indiana and/or the power of national service.



## Next Steps and Closing

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The process for this plan has been an exciting one for Serve Indiana but it does not end in 2019. There is much work to be accomplished and Serve Indiana looks forward to that challenge. Each year, Serve Indiana will evaluate the strategic plan and create an annual work plan. After the first year, Serve Indiana will evaluate the plan's results and adjust as needed. This will continue until the new plan is finalized. These updates will be shared with the commission and public as necessary. In the spring of 2021, Serve Indiana will begin its planning process for the next State Service Plan for 2021-2024. Through the visions of the plan and the action of staff and commission, Serve Indiana hopes to clarify and increase its role in service and volunteerism in the state.

This plan will not and could not have been finalized without the help of many people. Serve Indiana would like to extend a thank you to all who helped create this plan. This includes the individuals who completed our public survey and the interviewees for our key stakeholder interviews. A special thanks to the commission strategic committee and full commission for the support and guidance.

If there are any comments, questions or concerns, please contact Serve Indiana at 317-234-8845 or [info@serveindiana.gov](mailto:info@serveindiana.gov)



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